

ATTORNEY DOCKET NO.  
EM-12819-2 (972185)  
Confirmation No. 7820

PATENT APPLICATION  
10/721,071

1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Keith Kocho  
Serial No.: 10/721,071  
Filing Date: November 26, 2003  
Confirmation No.: 7820  
Group Art Unit: 2141  
Examiner: Le Hien Luu  
Title: *System and Method for Setting Up and Activating Agent Shortcut Operations*

**MAIL STOP AMENDMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Dear Sir:

RESPONSE TO EXAMINER'S ACTION

In response to the Office Action mailed December 13, 2007, Applicant respectfully requests the Examiner to reconsider the claims in view of the following amendments and comments as set forth below. Please amend the Application as follows.